ABSTRACT OF THE DISCLOSURE

VOICE BROWSING WHILE WAITING IN A HOLD QUEUE

5   A method, system, and program for voice browsing while waiting in a hold queue are provided. Callers waiting in a hold queue are prompted to select a help subject for a call. A specified menu of browsable help information is output to the caller according to the help subject selected by the 10   caller. Then, a web script is translated into audio output to the caller for a the caller's selection from the specified menu of browsable help information.